

## Billing Cycle

The Town of Mooresville uses actual meter readings to calculate water and sewer service charges. Water meters are read electronically within the first ten business days of each month. Utility bills are mailed out by the last business day of each month. All payments are due by the 20th of the month.

## Payment Methods

The Town accepts payment via Town website, postal mail, drop box, walk-in, on-line banking, or automatic bank draft. The business office accepts payments of cash, checks, money orders, and debit and credit cards.

## Disconnections

Accounts with an unpaid balance on the 25th day of the month are subject to a 5% late penalty fee and disconnection after the 10th of the following month. Once disconnected, full payment plus a \$50 processing fee must be received before water service will be reinstated. There is an additional \$50 processing charge for a pulled meter. Service is reconnected the same business day payments are received if payment is made before 5pm. The Town of Mooresville will not be responsible for damages that may occur as a result of reconnection. Note that reconnecting or otherwise tampering with water service meters is considered a Class 1 misdemeanor under NC General Statute 14-151.

## Rates

The Town Board of Commissioners sets the rates for water and sewer usage during the annual budget process. The Board follows North Carolina General Statutes and must provide a balanced budget, including the Utility Fund. Utility Fund (water/sewer) payments by customers fund the maintenance and operation of our water treatment plant, wastewater treatment plant, five elevated water storage tanks, water/sewer lines, and sewer pump stations. Rate changes are effective in July and will appear by the September billing cycle.

## Sewage Charges

Customers using their household water meter to irrigate lawns and gardens, fill pools or wash vehicles incur sewage charges on water usage. To avoid paying sewage fees on irrigation water, customers can purchase and install a separate irrigation meter.

Town Departments	
Business Office	704-663-3800
Engineering	704-663-4510
Employment	704-799-4070
Fire (Non-Emergency)	704-664-1338
Golf Course	704-663-2539
Winnie Hooper Center	704-663-0033
Library	704-664-2927
Charles Mack Citizen Center	704-662-3334
Planning	704-662-7040
Police (Non-Emergency)	704-664-3311
Recreation	704-663-7026
Sanitation	704-663-7282
Water	704-663-3800
Zoning	704-662-7040

Community Resources	
TDS	704-235-6325
Department of Motor Vehicles (Drivers Licenses)	704-664-3344
Duke Energy	1-800-777-9898
Employment Security Commission	704-664-4225
Energy United	704-892-0278
Iredell-Statesville Schools	704-872-8931
Mooresville Graded School District	704-664-5553
MSI Chamber of Commerce	704-664-3898
NC License Plate Agency	704-663-5472
NC One Call Center	811 or 1-800-632-4949
Dominion Energy NC	1-877-776-2427
Windstream	1-800-347-1991

### Town of Mooresville



# Residential Sewer Backup

Below is a brief overview of the Town of Mooresville's Sewer Back-Up Policy adopted by the Town Board of Commissioners in October 2007. To view the entire policy, visit the Town's web site at [moorevillenc.gov](http://moorevillenc.gov).

The Town of Mooresville Water & Sewer Maintenance Section makes a concerted effort, through an intensive preventive maintenance program, to keep the 200+ miles of sewer system in a good state of repair. Occasionally, however, conditions develop within the system that may cause sewage to back-up into a residence or business. The Town of Mooresville is responsible for maintaining sewer mains and manholes which are located in public rights-of-way (Town and State-maintained roads) and Town-owned easements. Property owners are responsible for maintaining sewer laterals. The purpose of this policy is to make clear the property owner's responsibilities concerning the sewage lines located on their property and the steps a property owner should take if a sewage back-up occurs.

## Property Owner's Responsibility

A property owner is responsible for keeping the building sewer line free from blockages between the structure(s) being served and the sewer main.

If a customer discovers a problem with his/her sewer connection and/or lateral, the customer should contact the Water & Sewer Maintenance Section and request that Water & Sewer Maintenance personnel troubleshoot the cause of the problem. Water & Sewer Maintenance will respond by inspecting the downstream wastewater collection main and the sewer lateral if a clean-out is located at the edge of and within the public road or utility right-of-way. The Town will assist property owners in locating the problem, advise the property owner on action needed, and correct the problem if it is a Town responsibility. The Town of Mooresville Water & Sewer Maintenance crews are experienced employees who may be able to suggest a solution to your problem. However, they are NOT authorized to enter and clear stoppages on private property.

The Town will not pay for private plumber bills unless the Town directs that a plumber be called to solve a problem that is the Town's responsibility. Property owners are advised to call the Town immediately in the event of sewer back-ups, which could possibly be caused by a problem in Town-maintained lines.

If a property owner has experienced a sewer back-up or if the residence or business is located in a low area or is lower than the street level, we suggest that a licensed plumber be consulted about the possibility of installing a backwater prevention device. This device, if properly installed and MAINTAINED, can prevent sewer from backing up into a house or business plumbing. The installation and maintenance of a backwater prevention device is the customer's responsibility and at the customer's expense.

Property owners should be aware that many property insurance policies exclude damage from sewer back-ups. It is suggested that property owners check their policies and add this coverage. The Town will only pay for damage caused by negligence on the part of the Town.

For more information about this policy, visit the Town's web site at [moorevillenc.gov](http://moorevillenc.gov) or call the Water & Sewer Maintenance Section at the following numbers:

## Water & Sewer Maintenance

Office 704-663-7282

After Hours Emergencies 704-664-3311

## Town of Mooresville

413 N. Main Street | Post Office Box 878 | Mooresville, NC 28115 | 704-663-3800 | [moorevillenc.gov](http://moorevillenc.gov)